

2010 Coordinating Unit		
Survey Monkey		
Consumers and Vendors Responses		
		%
1) Relationship with SCII	Consumer	33.3%
	Employment Specialist	23.3%
	Counselor	16.7%
	State Agency Representative	6.7%
	Other	20.0%
2) Primary form of communication:	American Sign Language (ASL)	33.3%
	Signed Exact English (SEE)	3.3%
	Tactile/Tracking/Rochester	0.0%
	Spoken English with Lip Reading	16.7%
	Spoken English	38.7%
	Other	10.0%
3) Length of using SCII	Less than 9 months	43.3%
	1-3 years	36.7%
	3-5 years	13.3%
	5+ years	6.7%
4) Frequency in use of SCII services	Daily	23.3%
	2-5 times a week	33.3%
	Weekly	23.3%
	3-4 times a month	16.7%
	Monthly	3.3%
	Rarely or never	0.0%
5) Rate SCII staff	Professionalism	4.0 out of 5
	Friendliness	4.3 out of 5
	Accessibility	4.1 out of 5
	Promptness	3.77 out of 5
	Reliability	3.77 out of 5
6) Rate SCII staff for last minute requests	Responsiveness	3.97 out of 5
	Professionalism	4.13 out of 5
	Friendliness	4.27 out of 5
	Competency	4.0 out of 5
	Efficiency	3.97 out of 5
	Follow-up	3.9 out of 5
Satisfied with SCII's services	Coordinating services	3.97 out of 5
	Interpreting services	4.13 out of 5
	Meeting your specific needs	4.07 out of 5

